



INFORMATION GUIDEBOOK

for Family Members and Friends of Inmates

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INTRODUCTION

This guidebook is provided to the family and friends of inmates to help answer questions that may arise. Issues discussed in this guidebook are provided as a general guidance. This guidebook is not meant to replace or supercede any Department Order or Director's Instruction.

The policies referenced in this guidebook are available on the Department's web-site at adcprisoninfo.az.gov or for a fee from Policy and Research at Central Office, which may be contacted by calling 602/771-2100.

If you, as an inmate family member or friend, require specific information on a subject, you are requested to contact the appropriate staff member at the facility where the inmate is incarcerated. Phone numbers and addresses are provided as part of this guidebook.

The following abbreviations are used in this guidebook:

- ADC for the Department for Arizona Department of Corrections
- ASPC for Arizona State Prison Complex
- CO for Correctional Officer
- DI for Director's Instruction
- DO for Department Order

This document is available in alternate formats by contacting the Arizona Department of Corrections Central Office Communications, phone number 602/542-1212, TDD phone number 602/542-3774.

JAIL INTAKE/RECEPTION

Upon receipt of all certified commitment documents from the sentencing courts, the county jail where an inmate is being held will notify the Department when the inmate is ready to be moved to a state institution. An inmate will be scheduled for arrival to the appropriate reception center shown below within ten days after this notification:

Adult males – ASPC-Phoenix, Alhambra Reception Center
All females – ASPC-Perryville, Lumley
Minor males sentenced as adults – ASPC-Tucson, Rincon
Adult males/Death Row – ASPC-Eyman, SMU II

An inmate can expect to be at the reception center for about ten days. There is no visitation or personal phone calls at the reception center. An inmate may be held at the reception center for more than ten days if the inmate has special medical needs or other special circumstances such as pending extradition.

Reception center staff evaluates each inmate in the areas of substance abuse, education, mental health, and medical. Initial classification for appropriate placement within a state institution is conducted and finalized prior to movement.

Information or response to questions regarding the intake process may be obtained through:

- Applicable Policies: DO 119 *Alhambra Reception Center*
DO 801 *Inmate Classification*
DO 901.01 *Inmate Records Information/*
Court Action
- Staff Contact: CO IV at the reception center where the
inmate is housed or Central Classification
CO IV at 602/542-3896

CLASSIFICATION SYSTEM — INITIAL SCORES

Upon arrival at a Department reception center, an inmate is assessed through the initial classification process to determine appropriate custody and security level placement. An inmate is scored on ten factors; the scores range from 1 to 5 with 5 being the highest risk or need. The Department's prisons are also rated on the same 1 to 5 scoring system. The most important factors that will determine an inmate's final score and placement are public risk, institutional risk and medical needs.

The scores establish both an inmate's custody level and an inmate's need for specific services such as medical, mental health, substance abuse or sex offense treatment, and program needs including education, vocation training and work skills.

An inmate who, while in custody, has been sentenced to new charges that will affect initial scores and custody level will be reviewed for a new initial classification and possible movement. After final approval of an initial classification, an inmate may file an appeal with the Administrator of Offender Services for a re-evaluation of this classification.

Information or response to questions regarding the initial classification process may be obtained through:

- Applicable Policies: DO 801.01 *Inmate Classification*
DO 901.01 *Inmate Records Information/*
Court Action
- Staff Contact: CO IV at the reception center where the
inmate is housed or Central Classification
CO IV at 602/542-3896

CLASSIFICATION SYSTEM — SCORE CHANGES AND MOVEMENT

Every six months an inmate is reviewed for classification score change and possible change in facility placement. The scores can be reduced, remain the same or increased based on behavior and successful programming. An inmate's score should decrease over the length of confinement, resulting in placement in a lower custody facility. However, the classification system also provides for an increase in the scores and a transfer to a higher custody facility.

Disciplinary actions or behavior that may threaten the safe, secure and orderly operation of an institution would result in an increase in an inmate's score. This change may require movement to a different facility that provides direct supervision of the inmate. After Central Office's approval of the reclassification, an inmate may appeal the classification decision with the Administrator of Offender Services. Due to the large number of inmates in the system and the limited number of beds at any given time, transfers solely for reasons of family hardship are not made.

An inmate may be moved when there are changes in custody level, the need for a specific program or health service, and/or protective segregation issues. If there is documentation to indicate that two inmates should not be housed together due to security, safety or protection concerns, the inmates will be listed as "Do Not House With." These are reviewed at classification hearings and used in determining an inmate's placement.

The relocation of an inmate is based on bed availability in the appropriate custody level and the medical rating of the inmate and the facility. Once an inmate is classified and approved for movement, the inmate is placed on a transfer list. Because of prison overcrowding, an inmate may have to wait for a transfer. An inmate may also be delayed from moving due to a medical hold, pending discipline, and/or court appearance.

Frequently asked questions relating to inmate housing that have not already be addressed are as follows:

Where is an inmate located?

The location of an inmate can be determined by accessing the Department's web-site at adcprisoninfo.az.gov or by contacting Central Office Public Access at 602/542-5590

MANAGEMENT

Why was an inmate transferred to another Unit?

There are various reasons why an inmate may be moved, including:

- Change in custody (public and/or institutional score changes)
- Special work programs
- Change in the use of the prison beds
- Inmate is pending investigation
- Protection issues

Why are inmates housed with different classifications of inmates?

Inmates may have been approved for a change in placement and are waiting to be transferred.

Why is an inmate in a sex offender Unit, if he/she hasn't been convicted of a sex offense?

For purposes of sex offender classification and housing, the term "sex offense conviction" includes the following (Director's Instruction 141, includes a complete listing of sex offenses with their state statutes):

- Any current or past Arizona conviction or juvenile adjudication for a sex offense, or
- A conviction or juvenile adjudication in another state which is equivalent to one of the sex offenses, or
- A conviction for an attempt, conspiracy, solicitation or facilitation to commit one or more sex offenses, or
- A conviction for an offense for which the court has imposed A.R.S. 13-3821, Sex Offender Registration, in the minute entry, or
- There are specific crimes that are not sex offenses but because the crime was sexually motivated, the inmate is placed in a sex offender Unit.

Additional information or response to other questions regarding inmate classification and movement may be obtained through:

- Applicable Policy: DO 801.01 *Inmate Classification*
- Staff Contact: CO IV assigned to the Unit where the inmate is housed or Central Classification
COIV at 602/542-3896

TIME COMPUTATION

An inmate's release date is calculated within approximately thirty days upon arrival to the Department. The date of the offense and specific information in the certified commitment document determines how dates are calculated.

Inmates are given all possible "good time" or release credits (time beyond day for day credit) during initial time calculation. Release dates are tentative and can change due to such occurrences as loss of release credits due to disciplinary actions, court actions, and statute changes.

The earliest release date may also be dependent on the inmate's eligibility for a temporary release. In order for an inmate to prepare for return to the community, the Director may authorize, based on an inmate's institutional behavior, a temporary release for up to 90 days prior to the inmate's designated release date. Community Corrections Division must approve a temporary release (see the *Release/Community Supervision* section beginning on page 31 of this guidebook for further discussion regarding the release process and community supervision).

Information or response to questions regarding time computation may be obtained through:

- Applicable Policy: DO 1002 *Inmate Release Eligibility System*
- Staff Contact: Time Computation Unit at 602/542-5586

MANAGEMENT

DISCIPLINE AND DETENTION

Inmates who violate written or verbal policies, procedures and regulations will receive disciplinary action. All laws of the United States, the State of Arizona, as well as county and municipal laws or ordinances apply to all inmates. The Department's discipline system recognizes two different levels of rule violations:

Minor rule violations may be handled informally with a verbal reprimand or written warning. Three Minor disciplinary violations in a ninety-day period may result in the inmate receiving a Major Disciplinary Report.

Major violations are addressed in a more formal process through a hearing officer. Major violations may result in disciplinary action by the Department and, in extreme cases, referral to the County Attorney for consideration of criminal or civil prosecution.

An inmate may be placed in Detention for the following reasons:

- investigative status for an alleged rule violation,
- investigation and review of possible protection needs,
- a guilty finding of a major rule violation,
- pending movement to higher custody, or
- if the inmate poses a threat to the facility.

In accordance with Director's Instruction 6, *Inmate Discipline System*, an inmate may appeal a disciplinary action within five workdays of receipt of the decision relating to a minor or a major violation.

Information or response to questions regarding discipline and detention may be obtained through:

- Applicable Policy: DI 6 *Inmate Discipline System*
DO 804 *Inmate Behavior Control*
- Staff Contact: Discipline Coordinator or CO III of the inmate's assigned Unit

PROTECTIVE SEGREGATION

When it is determined an inmate is unsafe in a general population prison, he or she is assigned to Protective Segregation (P.S.) status. Inmates are housed only with other P.S. inmates. Any inmate may request protective segregation (voluntary). Department employees may also place an inmate in P.S. when there is any information suggesting there may be a threat to the inmate's safety (involuntary).

Once the process is initiated, the inmate will be placed in detention and a thorough investigation will be conducted. The results of the investigation will be forwarded to the Deputy Warden and Warden of the institution where the inmate is housed. In cases where P.S. is not required, the Deputy Warden may return the inmate to his or her assigned Unit or as an alternative to P.S., request that the inmate be transferred to another Unit that has the same custody level. The file is forwarded to the Protective Segregation Unit (PSU) for review and to Central Classification for placement/movement. The inmate may appeal to the Warden if he or she disagrees with the Deputy Warden's decision.

In cases where P.S. may be required, the file is forwarded to the PSU where a committee determines if the inmate will be placed in P.S., placed in another Unit at the same custody level, or returned to the original assigned Unit because no safety issues exist. The inmate will receive written notification of the committee's decision. Within five workdays from notification, the inmate may file an appeal with the Deputy Director.

Information or response to questions regarding protective segregation may be obtained through:

- Applicable Policy: DI 67 *Protective Segregation*
DI 125 *Inmates in Protective Segregation in Level 5 Facilities*
- Staff Contact: Protective Segregation Unit (PSU)
at 602-542-0122 or the Deputy Warden of
the Unit an inmate is assigned

MANAGEMENT

RESTORATION AND RESCISSION OF RELEASE-CREDITS

An inmate whose release-credits were forfeited because of disciplinary violations may be eligible to have these release-credits reinstated. The type and date of the violation, along with the inmate's behavior and current disciplinary record, will determine eligibility to restore credits.

An inmate who was found guilty of a disciplinary violation for which Class III placement (status where an inmate does not earn release credits and serves on a day for day basis) was imposed is entitled to apply for what is known as a rescission of the Class III placement. A separate application must be submitted for rescission of each placement in Class III.

After a sanction has been imposed for a violation, an inmate must wait six or twelve months, depending on the violation, before filing an application. An inmate's application for restoration or rescission shall be submitted to his or her Correctional Officer III, who forwards it to the Director or Director's designee through the Unit Deputy Warden for final determination.

In order for an inmate to receive restoration or rescission, he or she must not have any pending disciplinary charges and have more than three months to serve. He or she must also remain in Class I (earning status) and free of *major* disciplinary violations for at least six to twelve consecutive months, depending on the violation, immediately preceding the application. Additionally, he or she must remain free of *minor* disciplinary violations and receive work and program evaluations with average ratings for at least three to six months depending on the violation.

Information or response to questions regarding release-credits may be obtained through:

- Applicable Policy: DO 1002.02, 1002.04 *Inmate Release Eligibility System*
- Staff Contact: An inmate's designated CO III at his or her assigned Unit or the Time Computation Unit at 602/542-5586

U.S. TREATY TRANSFERS

Federal and State laws allow for the return of foreign born inmates to their home country when specific criteria are met (see below). The U.S. Department of Justice makes the final decision on these transfers. Eligible inmates are encouraged to apply with their assigned Correctional Officer III.

An inmate must meet all of the following criteria in order to apply for transfer to his or her home country:

- be a citizen of the receiving foreign country;
- consent to transfer;
- have no pending appeals or any legal action challenging current conviction and/or sentence;
- be convicted for a crime that did not result in death;
- have at least one year of incarceration left to serve;
- not be convicted of a sexual offense;
- not have a sentence of Life; and
- not been previously confined to the Department.

Information or response to questions regarding U.S. Treaty Transfers may be obtained through:

- Applicable Policy: DO 1004.02 *Inmate Transfer System*
- Staff Contact: The CO III at an inmate's assigned Unit or Offender Services Bureau, Special Services Unit at 602/542-5115 or 602/542-5116

MANAGEMENT

INTERSTATE CORRECTIONS COMPACT

Inmates may be considered for an Interstate Corrections Compact transfer that allows an inmate to serve Arizona time in another state based on the following circumstances:

- An inmate is determined to be an extreme threat to the orderly operation of the institution.
- An inmate's personal safety would be in jeopardy if the inmate were to remain in a Department institution, even when in protective segregation.
- Compassionate transfers are considered when an inmate has verified family ties in another state. In order to be considered for a compassionate transfer, an inmate must have an Institutional Risk score of 3 or lower and must pay the transportation costs.

Application for an Interstate Transfer is made with an inmate's assigned Correctional Officer III and the Unit's Deputy Warden must nominate the inmate for this transfer.

Information or response to questions regarding Interstate Corrections Compact may be obtained through:

- Applicable Policy: DO 1004.03 *Inmate Transfer System*
- Staff Contact: The CO III at an inmate's assigned Unit or Offender Services Bureau, Special Services Unit at 602/542-5115 or 602/542-5116

PRIVATE PRISONS

The term “private prison” is used to describe a secure correctional facility that is under contract to the Arizona Department of Corrections. Private prisons are required to comply with State laws, all terms of the contract with the Department, and all applicable ADC policies for the care and management of inmates. Privatized prisons are considered prisons in every sense.

To make sure the private operator follows statutes, contract terms and policies, ADC monitoring teams are on-site to oversee contract and operational compliance. In addition to the daily monitoring responsibilities, the Department performs certain inmate management functions that cannot be delegated to the private prison contractors. These functions include inmate classification, inmate discipline, staff criminal background clearances, and the inmate release process.

Currently two private companies, Correctional Services Corporation (CSC) and Management and Training Corporation (MTC), operate three contracted prison facilities in Arizona and one in Texas. The Arizona privatized prisons provide services for males needing treatment for alcohol and substance abuse. CSC operates ASP Phoenix-West and ASP Florence-West in Arizona, and the Newton County Correctional Center in Texas. The Marana Community Treatment Facility is operated by MTC.

Information or response to questions regarding private prisons may be obtained through:

- Applicable Policy: DO 106 *Prison Privatization*
- Staff Contact: Private Prison Operations at 602/364-0277
(Inquiries regarding a specific inmate are to be directed to the facility in which the inmate is housed.)

PROGRAMS & SERVICES

VISITATION AND TELEPHONE PRIVILEGES

Inmates are allowed visits with family members, friends, clergy, and their legal representatives. Individuals on an inmate's *Visitation List* are also allowed to receive collect calls from the inmate provided they want to be placed on the phone list and are willing to accept collect calls. Inmates may not have a phone card, nor do they have access to email.

New inmates will be given a *Visitation List* to identify 10 people who can visit them. The inmate will then send these 10 people an *Application to Visit* form that must be filled out and returned to the Visitation Office at the inmate's assigned Unit – completed applications are not accepted from the inmate. Visitors are only allowed on one inmate visitation list at a time, unless more than one immediate family member is incarcerated.

Upon receipt of the *Application to Visit*, Department staff will complete a background check for each individual wishing to be on an inmate's *Visitation List* and approve visitation for those individuals who clear the check. It takes about 30 days to complete the check and officially approve or deny the visitors. Victims are not normally approved to visit. If your visitation application or privileges are denied or suspended, you will be sent a letter from the Deputy Warden's office stating why you were denied or suspended. You will have 10 work days from the action taken to appeal the decision in writing to the Warden.

The hours for visitation and inmate access to telephones are different for each Complex Unit. For a complete listing, contact the Visitation Office of an inmate's assigned Unit or refer to Prison Information on the Department's web-site at adcprisoninfo.az.gov

Visitation Guidelines

The following information is intended to serve as a guideline to assist you when visiting an inmate **and is not all-inclusive and is subject to change**. Complete rules and regulations are listed in Department Order 911 which may be accessed through the Department's web-site or in the Public Access Manual available in a Prison Administration area, Monday through Friday (holidays excluded), from 7:30 a.m. to 5:00 p.m.

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General Information: The following are some of the current visitation regulations and although these regulations do not change often, they may be revised without prior notification.

All persons, their personal belongings, and vehicles are subject to search while on Department property. Persons refusing to submit to any search will be denied visitation and required to leave Department property immediately and are subject to subsequent suspension. K-9 alerts will result in suspension of visiting privileges. Contraband is not allowed on State property, including but not limited to: weapons or ammunition of any type, illegal drugs or drug paraphernalia, alcoholic beverages (empty or full), ladders, rope, cable, power tools, wire cutters, rakes, etc.

Visitors must present photo identification (ID) upon entering the visitation checkpoint. Acceptable forms of ID are: a valid driver's license, a military identification card, a passport, an official photo identification card of any state or federal agency, or Immigration and Naturalization document.

Dress Code

- Visitors are prohibited from wearing any brown-colored clothing that resembles the clothing worn by Department security staff, including khaki-colored clothing, solid light tan or light brown-colored shirts or dark brown-colored pants or slacks.
- Visitors shall not wear any article of clothing fabricated with spandex-like material, blue denim material, or clothing that is orange or blue denim in color.
- Skirts and dresses shall be knee-length, when standing. Slits in skirts and dresses shall not extend above mid-thigh when seated.
- Shorts shall be knee-length, when standing. Jogging shorts, cut-offs or hip huggers are prohibited.
- Sheer, see-through and/or open-netted clothing is prohibited.
- Sleeveless tops/shirts or dresses; tank, tube, and halter tops; tops that are strapless; tops that allow display of bare midriff; mesh clothing; body suits; "muscle" shirts; and swimsuits are prohibited. Tops of clothing shall be no lower than the person's collarbone in the front and back.
- Undergarments and shoes shall be worn at all times.

Allowable Property

- Personal identification.
- Prescription medication, in the original container, and only in a limited amount needed during the visitation period.

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- One unopened package of cigarettes. A flameless electric lighter shall be located in the designated smoking section of the Visitation Area.
- A maximum of \$20.00 in coins to purchase items from the vending machines, in a clear plastic bag/container, per visitor.
- One engagement/wedding ring, one religious medallion, one wristwatch and one pair of earrings or two observable body piercing adornments.
- Two vehicle keys or one key and a vehicle remote control entry device.
- Infant items:
 - One handheld baby carrier per infant. Strollers or carriers on wheels will not be permitted.
 - One clear-plastic diaper bag per infant, which may only contain: one diaper for each hour of visitation; one change of baby clothing; one blanket no larger than 4 ft x4 ft.; one unopened container of baby sani-wipes; one small tube of diaper rash medication; one baby bib; one small plastic spoon used to feed an infant; three clear-plastic baby bottles of milk/formula or equivalent-size unopened, commercially-sealed containers of juice; four small plastic containers of soft or baby food; and one baby pacifier.
- Inmates may not receive packages, products, or stamps from visitors. Funds for an inmate's trust account may not be brought into visitation (see page 21 of this guidebook regarding sending money for an inmate's use).

Frequently asked questions relating to visitation and inmate telephone use that have not already been addressed are as follows:

Why does it take so long for an inmate to receive telephone access?

An individual has to be approved on an inmate visitation list, which takes about 30 days, before telephone access is granted. In order for inmate collect calls to go through, there cannot be any type of block on your phone.

How many calls can an inmate make?

The inmate's security custody level determines the number of collect calls, and the length of each call, he/she may make in a week. The inmate is aware of his/her telephone privileges.

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If I have a death in the family, whom can I call?

During regular business hours, contact the CO III of the Programs Area or the Chaplain at the Unit where the inmate is housed. Contact the Shift Commander of the inmate's assigned Unit, if after 5:00 p.m. or on weekends and holidays.

Why am I no longer on an inmate's visitation list or able to receive telephone calls from him/her?

Removal of individuals from an inmate's visitation/telephone list is usually at the request of an inmate. You may contact the inmate's assigned CO III for further clarification.

Who is available, other than visitation staff, if an issue arises while I am at visitation?

The on-site Duty Officer or the Shift Commander are available should you need to discuss an issue that the visitation staff cannot address. If your visitation has been terminated, you must leave immediately. The *Termination Sheet* given to you by the staff provides the explanation for the termination and encourages you to contact the Deputy Warden of the inmate's assigned Unit the following Monday to discuss the situation.

Why do the vehicle searches, canine barrier screens, and registration for visitation take so long?

The Department understands it can take longer on some days than others to clear the visitation process. The thoroughness during the visitation process helps to safeguard visitors, staff, and inmates so everyone can have an enjoyable visit.

Do the Units have VCR/TV or playground equipment to occupy children?

No, we do not. Visitors and inmates are responsible for the conduct of young children and minors and are required to monitor and exercise proper control of them during the visit.

Additional information or response to other questions regarding visitation and telephone access may be obtained through:

- Applicable Policies: DO 911 *Inmate Visitation*
DO 915 *Inmate Phone Calls*
- Staff Contact: Visitation Office of the inmate's assigned Unit
or the Deputy Warden of the inmate's
assigned Unit

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MAIL, PROPERTY AND STORE

Inmates may send and receive mail, keep personal property, and purchase items at the inmate store.

Anyone can mail general correspondence such as letters, greeting cards and post cards to an inmate. There is no limit on the number of letters an inmate may receive or send in a week. An indigent inmate, one whose account balance is \$12.00 or less and has not exceeded this amount during the previous 30 days, is allowed to send three letters per week by first class mail without charge. Inmates do not have access to email.

In order to deliver mail to an inmate, the sender must address the correspondence as follows:

Inmate's Full Legal Name *and* ADC Number
Inmate's Assigned Prison *and* Unit
P.O. Box (mailing address) of the Unit
City, State and Zip Code.

Mail that is not addressed as shown above can not be delivered to an inmate and will be returned to the sender. See page 21 of this guidebook for specific instructions on sending money for an inmate's use.

Due to security concerns, the Department prohibits inmates from receiving packages or products, including postage stamps, from outside sources. Such items, including those sent at holidays, will be returned to the sender. Inmates may, however, receive prepaid publications mailed directly from the publisher/retailer. The contents of these publications are subject to inspection. All incoming mail and publications are opened and inspected for contraband. Complete rules and regulations, including those items that are considered contraband, are listed in Department Order #909 which may be accessed through the Department's web-site or, for a fee, from Central Office Public Access.

Inmates are allowed to possess state issued and personally purchased items from the inmate store. Inmate stores are operated at each facility and stock a variety of brand name items. Weekly spending and item limits are established and vary between security custody levels. During the year-end holiday season, additional store items are added and weekly spending limits are increased.

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Frequently asked questions relating to inmate mail, property and store that have not already been addressed are as follows:

Why is the staff reading an inmate's mail?

Assigned staff are allowed to open all mail and inspect it for contraband. The mail can be read if there is a reasonable belief that the inmate is using the mail to further a crime or go around Department regulations or other written instructions. Additionally, inmates confined in a level 4- or 5-Unit are subject to having their mail read in its entirety or in part.

Who can I talk to about lost, stolen or confiscated property?

Contact the Deputy Warden of the inmate's assigned Unit.

What clothing items are inmates allowed?

The Department issues all state clothing items, including boxer shorts, socks, underwear, T-shirts, bras, smocks, pants, and work boots as well as lined coats during the winter months. An inmate may purchase other clothing items from the inmate store.

What items can be purchased at the inmate store?

Inmates may purchase items such as hygiene products, vitamins and supplements, food, candy, soda, bottled water, instant coffee, writing supplies, postage stamps, greeting cards, playing cards, tobacco products, chess/checker sets, clothing, and electronic devices including televisions, walkman, desk lamps and electric razors. For a complete listing of items an inmate is allowed to purchase, according to his or her custody level, refer to the table in Department Order 909, which can be obtained from Public Access for a fee or is available on the Department's web-site at adcprisoninfo.az.gov

Additional information or response to other questions regarding inmate mail, property, and store may be obtained through:

- Applicable Policies: DO 909 *Inmate Mail, Property and Stores*
DI 190 *Inmate Mail/Property*
DI 201 *Changes to DO 909*
DI 203 *Change to DO 909*
- Staff Contact: Mail/Property Office or the Inmate Store
at an inmate's assigned Unit or the Deputy
Warden of an inmate's assigned Unit

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INMATE TRUST ACCOUNTS

The Department maintains all money received on behalf of an inmate or earned by an inmate in an inmate trust account. The Department does not maintain personal bank accounts such as checking or saving accounts for inmates. Inmates who have such accounts are responsible for the handling and safekeeping of all financial documents for these types of accounts.

Cash or personal checks for an inmate's use will *not* be accepted and will be returned to the sender. A deposit for an inmate's trust account may be mailed or dropped off at the Complex Business Office located in the Administration Building of the inmate's assigned institution. The deposit of funds to an inmate's trust account must be a money order, cashier's check, business check or a check from any government entity.

The form of deposit must be payable to ADC and marked clearly, and readable, "for the account of (inmate's name and ADC number)."

Monies received are credited to the receiving inmate's trust account and a receipt identifying the amount and the sender is forwarded to the inmate. Unless the funds are a U.S. Postal money order or government entity check, deposits of \$300 or more may be withheld from an inmate's use for up to ten days while the funds clear the financial institution on which they are drawn.

Monies earned by an inmate are credited to their inmate trust fund. These monies can be used by the inmate in a number of ways, including but not limited to the purchase of approved store items, gifts for immediate family members, monetary gifts for immediate family members, and charitable donations.

Information or response to questions regarding inmate trusts accounts may be obtained through:

- Applicable Policies: DO905 *Inmate Banking/Money System*
- Staff Contact: Business Office of the inmate's assigned
Prison Complex

WORK PROGRAMS

Arizona law requires that all able-bodied inmates work. Inmates who are physically and mentally capable are given the opportunity, when possible, to participate in productive work programs that are beneficial to the community, to themselves, and to the Department. A variety of work programs for inmates have been developed, and are designed to encourage a good work ethic and to teach inmates to be responsible for personal obligations.

Most work opportunities fall under the Work Incentive Pay Plan, or WIPP, and involve a variety of assignments on prison grounds. Some institutions, particularly in lower custody facilities, have additional opportunities to perform work for local, County, or other State entities under Inter-Governmental Agreements. The most responsible work opportunities involve working for Arizona Correctional Industries, or ACI, and may involve working in prison-based industries, or working in jobs that are structured as private/public partnerships between ACI and free-world businesses.

Inmate classification scores, as well as the individual's knowledge, skills and abilities are considered when making job assignments. The specific type of job opportunities varies by custody level and location. Additional information or response to questions regarding inmate work programs may be obtained through:

- Applicable Policies: DO 903 *Inmate Work Activities*
DO 918 *Wildland Fire Crews/Disaster Aid*
DI 142 *Community Betterment Project*
DI 158 *Inmate Program Plan*
- Staff Contact: WIPP Coordinator or Deputy Warden of the inmate's assigned Unit

EDUCATION PROGRAMS

All inmates committed to the Department after January 1, 1997, must be enrolled in the Department's Functional Literacy Program if it is determined through standardized testing at reception, that the inmate is unable to perform at an 8th grade level in reading, math and language skills. This is a matter of law (A.R.S. 31-229). The inmate must also progress to the 8th grade level or beyond, in all categories, in order to be eligible to receive more than the lowest pay rate for any job to which they are assigned. Inmates receiving release credits must also meet these standards in order to use those credits toward their release. The only exemptions from inclusion in the Functional Literacy Program, for those not meeting the 8th grade equivalency, are based upon disabilities

PROGRAMS & SERVICES

reflected in development or status as an illegal alien subject to deportation proceedings. Educational services are also provided in three other basic program areas:

GED Preparation Program: Any inmate who achieves the 8th grade standard, or an incoming inmate who tests above the 8th grade standard, but who does not have a high school diploma or GED, may enroll in the GED Preparation Program. This program provides instruction to enable an inmate to successfully pass the GED test, which is the same test given to the public.

Vocational Education Program: The Department contracts with Community Colleges around the state to provide Vocational Education instruction to inmates who have a high school diploma or GED. The Vocational Education Programs are designed to train inmates for work within the prison and to make them employable upon release. Programs can take anywhere from six months to two years to complete. If the inmate does not have a high school diploma or GED, he or she may enroll in a Vocational Education Program as long as he or she is also enrolled and actively participating in the GED Preparation Program.

Special Education Program: The Department provides educational services to minors adjudicated as adults and sentenced to prison, as well as to inmates less than 22 years of age and inmates who have disabilities which may impede their progress in standard educational classrooms.

For further information or questions on the educational opportunities offered at a prison refer to:

- Applicable Policies: DI 21 *Inmate Education*
DI 58 *Inmate Educational Assessment*
DI 59 *General Educational Assessment*
DI 60 *Norton Project*
DI 158 *Inmate Program Plan*
DI 202 *Distance learning/correspondence
courses for inmates*
DO 919 *Inmate Library Services*
- Staff Contact: Deputy Warden of the inmate's assigned Unit, or Central Office: Education Program Administrator at 602/542-3031; Special Education Coordinator at 602/542-5810; Coordinator of Library Services at 602/542-3159; Female Programs Administrator at 602/542-5620

RELIGIOUS ACTIVITIES

The Department believes that sincere religious belief and expression serve a positive role for inmates. The Department's pastoral services section provides a variety of religious services, counseling and pastoral visits. Religious representation in the Department is accomplished through the services of full-time correctional chaplains and volunteers. In addition, inmates have the opportunity to request pastoral visits from their own minister.

Staff chaplains or volunteers conduct religious services at each prison facility for all major faiths, such as Christian, Jewish, Islamic, Native American and Sikh. Other services are accommodated when a sufficient number of inmates request service and appropriate representation is available. Inmates are also encouraged to practice their religion individually as security and operational requirements permit.

Requests for religious services or accommodations are to be made by the inmate with the chaplain of the inmate's assigned facility, and are considered within the requirements for operating prisons in a safe, secure and orderly manner. For this reason, some practices or religious supplies used by someone of a given faith on the street may not be authorized in the prison setting. However, the established primary mandates of a religion are accommodated within the prison security requirements.

Information or inquiries related to religious activities may be obtained through:

- Applicable Policies: DO 904 *Inmate Religious Activities/ Marriage Requests*
- Staff Contact: Chaplain of an inmate's assigned facility

PROGRAMS & SERVICES

SUBSTANCE ABUSE SERVICES

In recognition of the fact that drugs and crime are so interconnected and that a high percentage of any correctional population has a history of substance abuse, the Department offers pre-treatment and formal alcohol and drug treatment programs to inmates meeting eligibility criteria. The Office of Substance Abuse Service (OSAS) is responsible for the development, implementation, and monitoring of institutional and community based services. Formal treatment is available in some Units and inmates may enroll by submitting a request through their assigned CO III. The request will undergo a screening and approval process between OSAS staff and Unit management staff.

Maintaining a drug-free environment and intervention are critical steps with an inmate population. The Department's position is a zero tolerance with respect to the possession or use of alcohol, narcotics or illegal drugs by inmates/offenders under its supervision. The Department uses a system of inmate urinalysis to detect illegal substances by randomly testing 10% of the general population each month. Most inmates in treatment units are tested monthly. General population inmates whose urine specimens test positive are strongly urged to participate in drug education and treatment. Treatment Unit inmates producing positive test results are placed into special intensive intervention groups.

Self-Help/Mutual-Help Support Groups such as Alcoholics Anonymous, Narcotics Anonymous, and SMART Recovery are an important component to recovery. These services are provided through the assistance of community volunteers. At Units where they are permitted to meet in groups, inmates are given the opportunity to attend at least one of these groups on a weekly basis.

Information or inquiries related to treatment programs may be obtained through:

- Applicable Policies: DO917 *Substance Abuse Services*
DO 709 *Substance Abuse Detection & Control*
DO 907 *Programs and Services*
- Staff Contact: CO III of an inmate's assigned Unit or the Office of Substance Abuse Services at 602/542-3031

HEALTH SERVICES

Health Services provides comprehensive medical, dental, and mental health services that are considered medically necessary.

Medical care includes ongoing treatment by licensed professional providers (physicians, physician assistants, and nurse practitioners) as well as nurses, lab technicians, pharmacists, and radiology technicians. All phases of dentistry are provided, including oral surgery and restorative dentistry. Mental health staff services for the general population includes assessment, crisis management, and therapy as a comprehensive program.

Emergency services are facilitated through area hospitals when necessary. Specialty services are provided through contracts with Board eligible or Board certified specialists in the community, either by direct contact with the inmate, or by way of video conferencing and telemedicine.

All medical information is considered privileged and highly confidential. For this reason, *information regarding any medical issues may only be provided to medical professionals directly involved in current treatment of an inmate, or by specific written authorization from the inmate. Such authorization must be obtained in order to avoid a breach of confidentiality.* In order to access medical information for timely response when needed, current records are maintained at each prison. Release of information forms may also be obtained at the facility level when necessary to allow for any exchange of confidential information.

Frequently asked questions relating to inmate health services that have not already been addressed are as follows:

How can I get an update on the condition of an inmate?

The Facility Health Administrator of an inmate's assigned Institution should be contacted for any information regarding the medical status of an inmate.

How am I notified of an inmate's medical emergency?

In the event an inmate is admitted to a hospital, notification is attempted to the appropriate party indicated in the inmate's records. ADC clergy generally makes the notification.

PROGRAMS & SERVICES

How are health services requested?

Should any inmate request medical attention, he/she may submit a written Health Needs Request (HNR) to the Medical Unit. The request is reviewed and the inmate is scheduled to be seen, if necessary, by health services staff. If the request is urgent or life threatening in nature, the inmate will be seen immediately. An HNR may not be required under these circumstances.

Is there a charge for medical services?

Yes, there is a charge of up to \$5.00 when an inmate is scheduled to be seen after submitting an HNR, or is seen on an emergency basis. However, should an appointment be requested by a health care provider (for instance, if a follow up appointment was required by the physician), there is no charge for this service. In addition, certain chronic serious medical conditions such as diabetes or hypertension are followed up on a routine schedule without the necessity of an HNR. There is no charge for this service.

No inmate will be denied services due to lack of funds. Charges will be assessed to his inmate trust account.

Is there a charge for prescription medication?

No. Prescription medications are supplied as medically necessary. It is the responsibility of the inmate to submit an appropriate HNR for renewal of such medications. Certain over-the-counter medications such as ibuprofen or multi-vitamins are readily available at the inmate store, and are not typically provided by medical staff for daily consumption.

Are medical records available for review?

Yes. Inmates may request (in writing) to review their personal records. Upon receipt of such a request, an appointment is scheduled.

Requests to obtain copies of medical records will be considered for use in litigation of medical issues. Such requests must be in the form of an inmate letter or subpoena identifying the specific portions of the Unit health record to be copied and submitted to the Medical Records\Investigations Administrator in Health Services Central Office.

Who determines what medical care and treatment is received?

Health care is recommended and provided at the local facility level by local providers. If specialty services or outside consultation is recommended, the request is forwarded to Health Services Central Office for review and final determination.

PROGRAMS & SERVICES

Only procedures or treatments considered to be absolutely medically necessary will be considered for approval. Certain conditions may be cosmetic or elective in nature, and will not be approved. It is also important to recognize that the final determination for any treatment plan is the decision of Arizona Department of Corrections medical staff.

How can I get alternative medications to my inmate?

Prescription medications are FDA approved, and provided for inmates only as recommended by ADC medical providers. Certain “over-the-counter” (OTC) medications are available in the inmate store, and available for inmate use. No “alternative” medications will be permitted, as they may seriously impact any treatment plan or medications prescribed by ADC medical providers.

How are special diets managed?

Medical providers recommend special diets only when considered medically necessary in the treatment of certain medical conditions. Special diets are not prescribed to accommodate taste or other non-medical concerns. The Department also accommodates required special religious diet needs.

The inmate may also choose not to follow a prescribed diet. If a diet has been prescribed and is not being used by an inmate, the order may be discontinued due to non-compliance.

Can I visit an inmate in a hospital?

Visitation in any hospital is only considered when an inmate is deemed to be in immediate and approaching danger of death, or when the inmate remains hospitalized for an extended period of time (generally thirty days). The Facility Health Administrator is responsible for addressing such requests.

Additional information or response to other questions regarding inmate health services may be obtained through:

- Applicable Policies are those identified in Chapter 1100, *Inmate Health Services*, of the Department Order Manual.
- Medical questions and concerns should be directed to the Facility Health Administrator (FHA) of the facility where the inmate is housed.

PROGRAMS & SERVICES

EMERGENCY ESCORTED VISITS

The Department has established procedures that allow inmate escorted visits during a verified emergency situation. Emergency escorted visits apply only for an inmate's immediate family members. The Department recognizes father, mother, sibling(s), spouse, children, grandparent(s), and documented legal guardian as immediate family members.

Emergency escorted visits may be conducted as a bedside visit if a family member suffers from a terminal illness or injury. Inmates may apply for a bedside visit to be conducted at either a hospital or hospice care center. Emergency escorted visits may also be conducted for a funeral/memorial service or graveside viewing of an immediate family member. However, the inmate may choose to only attend either a bedside visit or funeral service.

If approved for an emergency escorted visit, the inmate will pay all costs associated with the escorted visit. These costs include mileage and the hourly salary rate of at least two or more correctional officers, depending on risk. Attendance at a bedside, graveside, or funeral service is restricted to the hours between 9:00 a.m. and 5:00 p.m., and only within the boundaries of the State of Arizona.

Information or response to questions regarding emergency escorted visits may be obtained through:

- Applicable Policy: DO 1005 *Emergency Inmate Escorted Visit*
- Staff Contact: CO III of the inmate's assigned Unit

FAMILY ASSISTANCE PROGRAM

In addition to the inmate programs presented in this guidebook, the Department has a Family Assistance Coordinator to provide information and assistance with questions relating to specific family issues. Services provided by the Family Assistance Coordinator include:

- helping families learn about government programs and services;
- working with community support agencies to help with problems such as eviction, bills, food and clothing;
- maintaining car pooling and transportation information for family visits to the prisons;
- arranging parent/child visits, often in cooperation with community support agencies; and
- providing guidance and support to maintain the family relationship.

The Family Assistance Coordinator can be contacted at 602/542-3148.

RELEASE/COMMUNITY SUPERVISION

RELEASE PROCESS

In accordance with Department Order 1001, *Inmate Release System*, a packet of information regarding the inmate is prepared by institutional staff up to 150 days prior to the inmate's earliest release date. The packet is then forwarded to the Community Supervision Bureau (CSB).

If there is not a residence proposed, the inmate will not be eligible for a temporary release (TR) and the inmate will be released on his/her next earliest release date without an approved residence. Upon release, the inmate will be directed to a parole office in either the Tucson or Phoenix area because she/he is "released without an approved placement." At the present time, inmates without an approved placement can only be released to Tucson or Phoenix for possible placement in either a shelter or halfway house. This is due to services available in Metropolitan areas, as opposed to smaller communities and rural areas.

If the inmate has more than one possible sponsor, it is important the inmate lists the sponsors on the information sheet that is submitted to CSB. It does not benefit the inmate to be released without an approved placement when the inmate actually does have potential placement(s). If the inmate is eligible for a TR and does not provide a placement, the inmate does not receive the TR. A parole officer will supervise the inmate whether she/he receives a TR or not.

Frequently asked questions relating to the release process that have not already been addressed are as follows:

What is the release date for an inmate?

The Time Computation Unit calculates release dates and the inmate is informed of the dates. Release dates will determine when an inmate may be eligible for release from custody. All dates are tentative, see page 7 for information on time computation.

Why did an inmate's release date change?

Release dates may change due to a guilty finding of a disciplinary action with a forfeiture of time credits. Release dates may also change due to a court ruling. The earliest release date may also depend on the inmate's eligibility for a temporary release.

Is an inmate eligible for an early release?

An inmate may be eligible for a temporary release (TR) of up to 90 days prior to the earliest release date. The Time Computation Unit reviews an inmate's institutional classification and the offense for

RELEASE/COMMUNITY SUPERVISION

which the inmate was convicted to determine an inmate's eligibility for a TR. Some inmates are not eligible for TR based on statute. If an inmate is determined by Time Computation to be eligible for a TR, and the proposed placement is investigated and approved by the Community Supervision Bureau, the Assistant Director of Community Corrections may deny the TR because it is not in the best interest of the State of Arizona. Several factors are reviewed in making this determination which may include criminal history (including arrests), community input, street or prison gang affiliation, institutional programming and discipline or any other relevant information.

What can I do to assist in the release process?

Family/friends are encouraged to arrive 10 to 15 minutes early and to bring clothes and shoes for the inmate to be released in.

What can family and friends do to get an inmate out sooner?

Make sure the inmate has a community placement in an area which is not designated as a "crime free" residential neighborhood. Also, make sure the sponsor is willing to accept the inmate's placement and will make themselves available for a meeting with the assigned parole officers at the residence. The placement and neighborhood must be appropriate given the inmate's criminal history (i.e., sex offender, domestic violence, etc.).

Why can't an inmate return home after release?

One or more of the individuals residing in the residence may be a victim of the offender, the offender may pose a risk to the neighborhood or the sponsor(s) because of his/her criminal history, or because the sponsor or landlord does not want the offender at the residence.

If an inmate can't return home, where can the inmate go after release?

If the inmate does not have an approved residence to be released to, then the only option a parole officer has is to place the offender in either a private halfway house or a shelter. In some cases, the family or friends of the offender may provide the money to rent a house or an apartment.

Information or response to other questions regarding the release process may be obtained through:

- Applicable Policy: DO 1001 *Inmate Release System*
- Staff Contact: Time Computation Unit at 602/542-5586 or
Community Supervision Bureau at 602/255-4240

RELEASE/COMMUNITY SUPERVISION

ABSOLUTE DISCHARGE

An inmate who has been certified parole eligible (date of offense prior to January 1, 1994) may be granted absolute discharge by the Board of Executive Clemency (BOEC). If an absolute discharge is granted, it shall be effective on the parole eligibility date or date specified by the BOEC if the inmate is past the parole eligibility date.

An ex-offender may request a certificate of absolute discharge upon completion of the sentence imposed and proof that all restitution has been paid (dates of offense on/before January 1, 1993).

An ex-offender must have an absolute discharge prior to application for restoration of civil rights.

An inmate who has Community Supervision waived by the courts is given an absolute discharge upon release on their Earned Release Credit Date (dates of offense on/after January 1, 1994).

Information or response to questions regarding absolute discharge may be obtained through:

- Applicable Policy: DO 1002 *Inmate Release Eligibility System*
- Staff Contact: Time Computation Unit at 602/542-5586

COMMUNITY CORRECTIONS

The Community Corrections Division is composed of the administrative office of the Assistant Director, the Criminal Justice Support Bureau and the Community Supervision Bureau.

The Community Supervision Bureau oversees parole officers who supervise offenders under community supervision statewide including home arrest. Parole officers conduct pre-placement investigations and make contact with released offenders, as well as contact with other individuals as may be required. The Community Supervision Bureau also issues warrants of arrest for offenders who have seriously violated their conditions of supervision.

The Criminal Justice Support Bureau monitors fugitives, sex offenders, and the interstate transfer of offenders under community supervision. This bureau reviews sex offenders for applicability of community notification, registration, and/or the sexually violent person laws. This bureau is also involved in placing and releasing jail holds, processing return to custody and revocation hearings. The Interstate Compact Unit processes requests for inmates to transfer their supervision into or out of Arizona.

The Community Corrections Division works in cooperation with the Department's Time Computation Unit in reviewing inmates to determine approval of a temporary release (up to a 90-day early release), and the accuracy of projected release dates.

Frequently asked questions relating to community corrections that have not already be addressed are as follows:

Why can't an inmate have temporary release (TR) when the community supervision is waived?

If the inmate only has supervision with a county probation department, and not ADC, ADC cannot grant a TR. In order for a TR to be granted, the inmate must be released to a period of supervision with ADC.

Why are special conditions of community supervision being imposed?

Special conditions of supervision are imposed to protect the public and to ensure the offender is afforded the opportunity to succeed in the community. The parole officer may impose special conditions that

RELEASE/COMMUNITY SUPERVISION

require the offender to participate in programming, urinalysis, anger management, family/marital counseling, sex offender counseling or other available programs. The programming conditions are imposed to teach the offender better ways of handling every day living situations they will encounter during their transition from prison to the community. Special conditions may also restrict an offender's ability to live with past or potential victims, drive a vehicle, etc. If the offender fails to comply with their conditions of supervision, the offender may be sanctioned up to and including return to custody.

Why has an offender on community supervision been returned to custody?

The offender or "release violator" has failed to comply with one or more of their conditions of supervision and now poses a significant risk to the community or themselves.

What facility will the release violator be placed in after his/her return to custody?

Interstate compact violators will be booked into the nearest county jail while awaiting due process action. ADC violators will be isolated into the nearest county jail if criminal charges are currently pending against the offender. If there are no criminal charges, the violator will be returned to an ADC institution pending due process action. You may check with the assigned parole officer in approximately three days after the offender has been returned to custody, to determine in which institution the offender will ultimately be incarcerated.

Additional information or inquiries for the Department's Community Corrections Bureau may be obtained through:

- Applicable Policies: DO 1003 *Community Supervision*
DO 1006 *Community Correctional Center*
Placement/Removal
- Community Supervision: 602/255-4240
- Warrants of Arrest & Return to Custody Hearings: 602/255-4247
- Fugitives and Jail Holds: 602/255-4244
- Sex Offender Registration and/or Notification Issues and Sexually Violent Person Laws: 602/255-4244
- Temporary Release Issues: 602/255-4240
- Interstate Transfer of Offenders: 602/255-4236

ADC ADDRESSES & PHONE NUMBERS

CENTRAL OFFICE

1601 West Jefferson Street
Phoenix, Arizona 85007

General Information _____	602/542-5536
After Hours Emergency Number _____	602/542-1212
Central Classification Unit _____	602/542-3896
Community Supervision _____	602/255-4240
Director's Office _____	602/542-5497
Education Program Administrator _____	602/542-3031
Family Assistance Coordinator _____	602/542-3148
Female Programs Administrator _____	602/542-5620
Fugitives and Jail Holds _____	602/255-4244
Health Services Division _____	602/364-2900
Hearings Unit _____	602/255-4247
Inmate Family and Friends Liaison _____	866/333-2039
Inmate Trust Accounts (Financial Services) _____	602/255-2632
Interstate Compacts or U.S. Treaty Transfers	
Inmate _____	602/542-5115
Parolees _____	602/255-4236
Library Services Coordinator _____	602/542-3159
Media and Public Relations Office _____	602/542-3133
Offender Services Bureau _____	602/542-3896
Pastoral Services Administrator _____	602/542-3090
Policy and Research _____	602/771-2100
Prison Operations Bureau _____	602/542-3894
Private Prison Operations _____	602/364-0277
Protective Segregation Unit _____	602/542-0122
Public Access _____	602/542-5590
Sex Offender Registration/Notification _____	602/255-4244
Sexually Violent Person Laws _____	602/255-4244
Special Education Coordinator _____	602/542-5810
Substance Abuse Services _____	602/542-3031
Temporary Release _____	602/255-4240
Time Computation Unit _____	602/542-5586

ADC ADDRESSES & PHONE NUMBERS

ARIZONA STATE PRISON COMPLEX MAP LOCATOR



A	Perryville	2014 N. Citrus Rd., Goodyear	623/853-0304
B	Lewis	26700 S. Hwy. 85, Buckeye	623/386-6160
C	Yuma	7125 E. Juan Sanchez Blvd.	928/627-8871
D	Phoenix West*	3402 W. Cocopah, Phoenix	602/352-0350
E	Marana*	12610 W. Silverbell Rd., Marana	520/682-2077
F	Douglas	6911 N. B.D.I. Blvd., Douglas	520/364-7521
G	Tucson	10000 S. Wilmont, Tucson	520/574-0024
H	Safford	896 S. Cook Rd., Safford	928/428-4698
I	Eyman	4374 E. Butte Ave., Florence	520/868-0201
J	Florence	1305 E. Butte Ave., Florence	520/868-4011
K	Florence West*	915 E. Diversion Dam Rd.	520/868-4251
L	Phoenix	2500 E. Van Buren, Phoenix	602/685-3100
M	Winslow	2100 S. Hwy. 87, Winslow	928/289-9551

For directions to a facility contact the appropriate Arizona State Prison Complex (ASPC) or go to the Department's web-site at adcprisoninfo.az.gov

*Contracted private prison operation

ADC ADDRESSES & PHONE NUMBERS

ARIZONA STATE PRISON COMPLEX (ASPC) MAILING ADDRESSES AND TELEPHONE NUMBERS

ASPC – DOUGLAS

P.O. Box 3867
Douglas, AZ 85608

Main Number 520/364-7521

COCHISE CDU

P.O. Box 5006
Douglas, AZ 85608

MARICOPA UNIT

P.O. Box 5000
Douglas, AZ 85608

GILA UNIT

P.O. Box 5003
Douglas, AZ 85608

MOHAVE UNIT

P.O. Box 5001
Douglas, AZ 85608

ASPC – DOUGLAS DWI CENTER Main Number 520/364-5660

PAPAGO UNIT

P.O. Box 5005
Douglas, AZ 85608

ASPC – EYMAN

P.O. Box 3500
Florence, AZ 85232

Main Number 520/868-0201

COOK UNIT

P.O. Box 3200
Florence, AZ 85232

SMU I

P.O. Box 4000
Florence, AZ 85232

MEADOWS UNIT

P.O. Box 3300
Florence, AZ 85232

SMU II

P.O. Box 3400
Florence, AZ 85232

RYNNING UNIT

P.O. Box 3100
Florence, AZ 85232

Mail sent to an inmate must have the inmate's full legal name, ADC number, assigned ASPC facility and Unit and full mailing address of the Unit. See pages 19 and 21 of this guidebook regarding inmate mail and for sending money for an inmate's use.

ADC ADDRESSES & PHONE NUMBERS

ASPC – FLORENCE

P.O. Box 629
Florence, AZ 85232

Main Number 520/868-4011

CB-6 UNIT

P.O. Box 8600
Florence, AZ 85232

NORTH UNIT 2

P.O. Box 8000
Florence, AZ 85232

CENTRAL UNIT

P.O. Box 8200
Florence, AZ 85232

NORTH UNIT 3

P.O. Box 7200
Florence, AZ 85232

EAST UNIT

P.O. Box 5000
Florence, AZ 85232

SOUTH UNIT

P.O. Box 8400
Florence, AZ 85232

NORTH UNIT 1

P.O. Box 7000
Florence, AZ 85232

ASPC – FLORENCE, PICACHO

Main Number 520/466-9396

PICACHO UNIT

P.O. Box 7
Picacho, AZ 85241

ASPC – LEWIS

P.O. Box 70
Buckeye, AZ 85326

Main Number 623/386-6160

BACHMAN UNIT

P.O. Box 3500
Buckeye, AZ 85326

MOREY UNIT

P.O. Box 3300
Buckeye, AZ 85326

BARCHEY UNIT

P.O. Box 3200
Buckeye, AZ 85326

RAST UNIT

P.O. Box 3600
Buckeye, AZ 85326

BUCKLEY UNIT

P.O. Box 3400
Buckeye, AZ 85326

STINER UNIT

P.O. Box 3100
Buckeye, AZ 85326

Mail sent to an inmate must have the inmate's full legal name, ADC number, assigned ASPC facility and Unit and full mailing address of the Unit. See pages 19 and 21 of this guidebook regarding inmate mail and for sending money for an inmate's use.

ADC ADDRESSES & PHONE NUMBERS

ASPC – PERRYVILLE

P.O. Box 3000
Goodyear, AZ 85338

Main Number 623/853-0304

CDU

P.O. Box 3000-0901
Goodyear, AZ 85338

SANTA CRUZ UNIT

P.O. Box 3200-0903
Goodyear, AZ 85338

LUMLEY UNIT

P.O. Box 3300-0904
Goodyear, AZ 85338

SANTA MARIA UNIT

P.O. Box 3400-0905
Goodyear, AZ 85338

SAN PEDRO UNIT

P.O. Box 3100-0902
Goodyear, AZ 85338

ASPC – PHOENIX

P.O. Box 52109
Phoenix, AZ 85072

Main Number 602/685-3100

ALHAMBRA/FLAMENCO

P.O. Box 52109
Phoenix, AZ 85072

ASPEN/SPU

P.O. Box 52110
Phoenix, AZ 85072

ASPC – PHOENIX, GLOBE

Main Number 928/425-8141

GLOBE

P.O. Box 2799
Globe, AZ 85502

ASPC – SAFFORD

P.O. Box 2222
Safford, AZ 85548

Main Number 928/428-4698

GRAHAM UNIT

P.O. Box 2300
Safford, AZ 85548

TONTO UNIT

P.O. Box 2400
Safford, AZ 85548

Mail sent to an inmate must have the inmate's full legal name, ADC number, assigned ASPC facility and Unit and full mailing address of the Unit. See pages 19 and 21 of this guidebook regarding inmate mail and for sending money for an inmate's use.

ADC ADDRESSES & PHONE NUMBERS

ASPC – SAFFORD, FORT GRANT Main Number 928/828-3393

FORT GRANT
P.O. Box 2500
Safford, AZ 85548

ASPC – TUCSON Main Number 520/574-0024

P.O. Box 24400
Tucson, AZ 85734

CDU
P.O. Box 24405
Tucson, AZ 85734

RINCON UNIT
P.O. Box 24403
Tucson, AZ 85734

CIMMARRON UNIT

RINCON/MINORS

UNIT
P.O. Box 24408
Tucson, AZ 85734

P.O. Box 24404
Tucson, AZ 85734

ECHO UNIT
P.O. Box 24402
Tucson, AZ 85734

SANTA RITA UNIT
P.O. Box 24406
Tucson, AZ 85734

MANZANITA UNIT
P.O. Box 24401
Tucson, AZ 85734

WINCHESTER UNIT
P.O. Box 24407
Tucson, AZ 85734

ASPC – TUCSON, SOUTHERN ARIZONA CORRECTIONAL RELEASE CENTER (SACRC)

SACRC
1275 West Star Pass Blvd.
Tucson, AZ 85713

Main Number 928/828-3393

Mail sent to an inmate must have the inmate's full legal name, ADC number, assigned ASPC facility and Unit and full mailing address of the Unit. See pages 19 and 21 of this guidebook regarding inmate mail and for sending money for an inmate's use.

ADC ADDRESSES & PHONE NUMBERS

ASPC – WINSLOW

2100 S. Highway 87
Winslow, AZ 86047

Main Number 928/289-9551

APACHE UNIT

P.O. Box 3240
St. Johns, AZ 85936

KAIBAB UNIT

2100 S. Highway 87
Winslow, AZ 86047

CORONADO UNIT

2100 S. Highway 87
Winslow, AZ 86047

ASPC – YUMA

P.O. Box 13004
Yuma, AZ 85366

Main Number 928/627-8871

CHEYENNE UNIT

P.O. Box 13006
Yuma, AZ 85366

DAKOTA UNIT

P.O. Box 13007
Yuma, AZ 85366

COCOPA UNIT

P.O. Box 13005
Yuma, AZ 85366

Mail sent to an inmate must have the inmate's full legal name, ADC number, assigned ASPC facility and Unit and full mailing address of the Unit. See pages 19 and 21 of this guidebook regarding inmate mail and for sending money for an inmate's use.

ADC ADDRESSES & PHONE NUMBERS

CONTRACTED ARIZONA STATE PRISON (ASP) MAILING ADDRESSES AND TELEPHONE NUMBERS

ASP – FLORENCE WEST Main Number 520/868-4251

P.O. Box 1599
Florence, AZ 85232

ASP – MARANA COMMUNITY CORRECTIONAL TREATMENT FACILITY Main Number 520/682-2077

P.O. Box 940
Marana, AZ 85653

ASP – PHOENIX WEST Main Number 602/352-0350

P.O. Box 18640
Phoenix, AZ 85005

Texas - Newton County Correctional Center Main Number 409/379-3000

Route 2, Box 22
Newton, TX 75966

Mail sent to an inmate must have the inmate's full legal name, ADC number, assigned ASPC facility and Unit and full mailing address of the Unit. See pages 19 and 21 of this guidebook regarding inmate mail and for sending money for an inmate's use.

SUMMARY

This guidebook has been specifically developed to provide more information on those topics that family members and friends frequently request. For questions relating to a particular inmate or to get more information on a specific topic, individuals are encouraged to contact the staff members identified in this guidebook as the points of contact.

Should issues, circumstances, or emergencies arise that cannot be addressed by the points of contact, Director's Instruction 205, *Responding to Inmate Family and Friends*, outlines the communication process beyond the Department staff identified in this guidebook. This Director's Instruction may be viewed on the Department's web-site at adcprisoninfo.az.gov or at the Public Access area at each ASPC or Central Office. Copies of DI 205 or any other ADC policy may be obtained from the Department's web-site or, for a fee, from Policy and Research at Central Office.

For easy access, the *Information Guidebook For Family Members and Friends of Inmates* is also available on the Department's web-site at adcprisoninfo.az.gov. The guidebook viewed on the Department's web-site is the same as this published document. An annual review will be conducted for any necessary changes to this guidebook. The guidebook will only be updated when there are significant changes to the information provided in this published document.

Suggestions and recommendations relating to this guidebook or the process outlined in DI 205, *Responding to Inmate Family and Friends*, should be mailed for the attention of the ADC Inmate Family and Friends Liaison at the Department's Central Office, 1601 West Jefferson Street, Phoenix, Arizona 85007. E-mails are also acceptable and should be sent to IEFLIAISON@adc.state.az.us

A copy of this ADC ***Information Guidebook For Family Members and Friends of Inmates*** is available for easy access on the Department's web site at adcprisoninfo.az.gov

The guidebook is also available free of charge from the Public Access office at ADC Central Office, 1601 West Jefferson Street.

A copy of the guidebook will also be mailed free of charge to those who provide the ADC Inmate Family and Friends Liaison at Central Office (1601 West Jefferson Street, Phoenix, AZ 85007) with a self addressed business size (or larger) envelope and two first class stamps.

Inmates may review the guidebook at any inmate library. They may also purchase a copy for \$1.00 from any inmate store.

